

CLAIMS:

What is claimed is:

1. A method in a data processing system for a utility computing environment, the method comprising:

setting service level thresholds for the utility computing environment, wherein the service level thresholds are based on a service level agreement with a customer;

displaying a view of a current service level for the customer;

presenting a view of a promised service level based on service level agreement parameters;

identifying at least one discrepancy between the promised service level and the current service level; and

providing a rebate to the customer for the at least one discrepancy.

2. The method of claim 1, wherein the service level agreement parameters include at least one of a duration, a transaction, a configuration, and a threshold.

3. The method of claim 1 further comprising:

modifying the service level thresholds using a graphical user interface.

4. The method of claim 1, wherein the service level thresholds are used to generate a warning prior to the occurrence of the at least one discrepancy.

5. The method of claim 1, wherein the discrepancy is identified by at least one of breaching the service level agreement, exceeding the service level agreement parameters, and completing a service request prior to a promised service level completion time.

6. The method of claim 1, wherein the service level thresholds are set for at least one of a customer, a service provider, and a utility computing host.

7. The method of claim 6 further comprising:
alerting the at least one of the customer, the service provider, and the utility computing host of the at least one discrepancy and a root cause for the at least one discrepancy.

8. The method of claim 1 further comprising:
providing an option to customize the view of the current service level and the view of the promised service level.

9. The method of claim 1, wherein the view of a current service level is at least one of a real-time view and a historical view.

10. A method in a data processing system for a utility computing environment, the method comprising:
displaying at least one of an infrastructure view and an application view of a current service level for a customer, wherein the infrastructure view contains

information technology hardware and software components, wherein the application view contains software applications residing on utility computing resources, and wherein the infrastructure view and the application view are linked;

presenting a view of a promised service level based on service level agreement parameters;

retrieving additional details of the at least one of the infrastructure view and the application view by clicking on a component of the at least one of the infrastructure view and the application view; and

switching between the infrastructure view and the application view.

11. The method of claim 10, wherein a view of the current service level includes at least one of a warning, an alert, a breach, a duration, a transaction, a configuration, a threshold, a rebate, a utility computing resource, a consumed computer resource, and a consumed human resource.

12. The method of claim 10 further comprising:

alerting at least one of a customer, a service provider, and a utility computing host of a discrepancy between the current service level and the promised service level.

13. The method of claim 10 further comprising:
providing a rebate to a customer when at least one discrepancy between the current service level and the promised service level occurs.
14. The method of claim 13 wherein the at least one discrepancy is based on at least one of exceeding a service level agreement parameter, breaching a service level agreement, and completing a service request prior to a promised service level completion time.
15. A data processing system for a utility computing environment, the data processing system comprising:
setting means for setting service level thresholds for the utility computing environment, wherein the service level thresholds are based on a service level agreement with a customer;
displaying means for displaying a view of a current service level for the customer;
presenting means for presenting a view of a promised service level based on service level agreement parameters;
identifying means for identifying at least one discrepancy between the promised service level and the current service level; and
providing means for providing a rebate to the customer for the at least one discrepancy.
16. The data processing system of claim 15 further comprising:

alerting means for alerting at least one of a customer, a service provider, and a utility computing host of the at least one discrepancy and a root cause for the at least one discrepancy.

17. The data processing system of claim 15 further comprising:

providing means for providing an option to customize the view of the current service level and the view of the promised service level.

18. A data processing system for a utility computing environment, the method comprising:

displaying means for displaying at least one of an infrastructure view and an application view of a current service level for a customer, wherein the infrastructure view contains information technology hardware and software components, wherein the application view contains software applications residing on utility computing resources, and wherein the infrastructure view and the application view are linked;

presenting means for presenting a view of a promised service level based on service level agreement parameters;

retrieving means for retrieving additional details of the at least one of the infrastructure view and the application view by clicking on a component of the at least one of the infrastructure view and the application view; and

switching means for switching between the infrastructure view and the application view.

19. The data processing system of claim 18 further comprising:

alerting means for alerting at least one of a customer, a service provider, and a utility computing host of a discrepancy between the current service level and the promised service level.

20. The data processing system of claim 18 further comprising:

providing means for providing a rebate to a customer when at least one discrepancy between the current service level and the promised service level occurs.

21. A computer program product in a computer readable medium for a utility computing environment, the computer program product comprising:

first instructions for setting service level thresholds for the utility computing environment, wherein the service level thresholds are based on a service level agreement with a customer;

second instructions for displaying a view of a current service level for the customer;

third instructions for presenting a view of a promised service level based on service level agreement parameters;

fourth instructions for identifying at least one discrepancy between the promised service level and the current service level; and

fifth instructions for providing a rebate to the customer for the at least one discrepancy.

22. The computer program product of claim 21 further comprising:

instructions for alerting at least one of a customer, a service provider, and a utility computing host of the at least one discrepancy and a root cause for the at least one discrepancy.

23. The computer program product of claim 21 further comprising:

instructions for providing an option to customize the view of the current service level and the view of the promised service level.

24. A computer program product in a computer readable medium for a utility computing environment, the computer program product comprising:

first instructions for displaying at least one of an infrastructure view and an application view of a current service level for a customer, wherein the infrastructure view contains information technology hardware and software components, wherein the application view contains software applications residing on utility computing resources, and wherein the infrastructure view and the application view are linked;

second instructions for presenting a view of a promised service level based on service level agreement parameters;

third instructions for retrieving additional details of the at least one of the infrastructure view and the application view by clicking on a component of the at least one of the infrastructure view and the application view; and

fourth instructions for switching between the infrastructure view and the application view.

25. The computer program product of claim 24 further comprising:

instructions for alerting at least one of a customer, a service provider, and a utility computing host of a discrepancy between the current service level and the promised service level.

26. The computer program product of claim 24 further comprising:

instructions for providing a rebate to a customer when at least one discrepancy between the current service level and the promised service level occurs.